

## NORTH COUNTY DISPATCH (NCDJPA)



## HEARTLAND COMMUNICATIONS FACILITY AUTHORITY (HCFA)



Invites Applications for the Position of  
**Entry Level Fire Dispatcher**  
\$3,511 to \$5,065 Monthly

**THE AGENCIES:** The North County Dispatch Joint Powers Authority (NCDJPA) was formed in June of 1984. The Heartland Communications Facility Authority (HCFA) was created in 1987. The NCDJPA/HCFA work cooperatively to serve San Diego County, consisting of member and contract agencies who agreed to jointly exercise all powers for the purpose of providing dispatching and emergency communication services for fire protection, medical and security services. Utilizing best in class fire dispatch staff these agencies respond to both fire and medical calls for emergency services using 911, TDD/TYY equipment and alternate language services. Emergency Medical Dispatch (EMD) protocol and certification are part of the Emergency Medical Dispatch Program training.

**THE POSITION:** Under the general supervision of the Shift Supervisor, Dispatchers will receive, evaluate, and process incoming requests for emergency and non-emergency Fire Department, Paramedic, and Patrol responses.

### MINIMUM QUALIFICATIONS:

- Typing Certificate documenting 35-wpm or greater (corrected).
- Must have a High School Diploma or equivalent.
- Communicate verbally and in writing as well as speak clearly and concisely over the radio and telephone.
- Hear, understand, and speak the English language.
- Respond to calls quickly and calmly and make sound decisions in emergency situations.
- Retain and relay information received under stressful conditions.
- Communicate effectively with people of diverse social and cultural backgrounds.
- Understand and follow written and oral instructions. Calmly relay written

- Required to sit in confined workstation for long periods of time.
- Establish and maintain working relationships with other agencies.
- Learn geographic features and streets in the JPA communities.
- Comprehend and make inferences from written material.
- Read, interpret, and give directions from maps and/or computer GIS mapping.
- Handle simultaneous events effectively.
- Learn Fire Department, Medical and Patrol terminology and jurisdictional boundaries and available types of emergency services.
- Understand and interpret rules, regulations, policies and procedures.

**WORK SCHEDULE:** This position currently works one of the following shifts:

- A 24-hour shift (three platoon system working 10 days per month). Each shift is paid for 18 hours of work with a 6-hour "sleep period" during every 24-hour work cycle.
- A 12-hour shift.
- Work schedule includes weekends and holidays.
- This position may also be required to work overtime during emergency situations or staffing shortages.

**SALARY:** \$3,511 to \$5,065 monthly Full-Time position (DOE). This position is considered an FLSA non-exempt position.

**BENEFITS:** Some of the current benefits for this position include the following:

- Generous health, dental, life and disability insurance programs are available.
- Holidays: The NCDJPA (11)/HCFA (12) currently observes eleven or twelve paid holidays per year.
- Excellent vacation/sick leave policies are included.

- PERS retirement 2.7% at 55-years of age is currently provided. An 8% contribution is paid by employee.
- Bilingual Compensation.
- Uniforms or allowance provided.

**TO APPLY:** Applications available at [www.ncdjpa.org](http://www.ncdjpa.org) and please submit application, supplemental questionnaires, valid typing certificate, and resume to:

**North County Dispatch JPA  
Personnel Department  
P.O. Box 410  
Rancho Santa Fe, CA 92067**

**FINAL APPLICATION DATE:** Applications will be accepted until 5:00 p.m., Friday, December 16, 2011. (Postmarks or faxes will not be accepted if the original application is not received by the filing deadline date.)

Candidates with a disability which may require special assistance in any phase of the application or testing process should advise NCDJPA/HCFA, upon submittal of application. Documentation of the need for accommodation must accompany the request. The NCDJPA/HCFA are Equal Opportunity Employers (EOE).

The provisions of this announcement do not constitute an expressed or implied contract. Any provision contained in this announcement may be modified or revoked without notice. The selection schedule and process will be determined after the final filing date. The final selection will be made by the Administrator of the NCDJPA/HCFA.

Job Line (858) 756-6066  
[www.ncdjpa.org](http://www.ncdjpa.org)  
[www.heartlandfire.net](http://www.heartlandfire.net)

